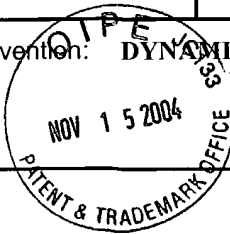
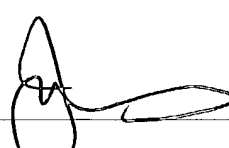
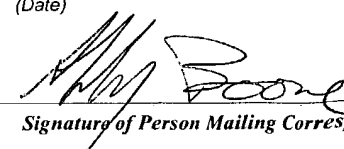


<b>AMENDMENT TRANSMITTAL LETTER (Large Entity)</b>				Docket No. 6065-73744	
Applicant(s): <b>Robert Doyle</b>					
Application No. <b>09/300,676</b>	Filing Date <b>04/27/1999</b>	Examiner <b>Deane, W.</b>	Customer No. <b>24628</b>	Group Art Unit <b>2642</b>	Confirmation No. <b>4753</b>
Invention: <b>DYNAMIC SKILL-BASED CALL ROUTING</b>					
			<b>RECEIVED</b> <b>NOV 22 2004</b> <b>Technology Center 2600</b>		
COMMISSIONER FOR PATENTS:					
Transmitted herewith is an amendment in the above-identified application.					
The fee has been calculated and is transmitted as shown below.					
CLAIMS AS AMENDED					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	38 -	38 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	4 -	4 =	0 x	\$88.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00
<input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account <b>23-0920</b> <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. <input type="checkbox"/> Payment by credit card. Form PTO-2038.					
<b>WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.</b>					
 _____ Signature <b>Jon P. Christensen</b> Reg. No. 34,137			Dated: <b>November 12, 2004</b>		
CC:			I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on <b>11/12/2004</b> (Date)  Signature of Person Mailing Correspondence <b>Abby Boone</b> Typed or Printed Name of Person Mailing Correspondence		

Cp 2642  
41



73744

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Robert Doyle

Art Unit: 2642

Serial No.: 09/300,676

Filed: April 27, 1999

For: DYNAMIC SKILL-BASED  
CALL ROUTING

Examiner: Deane, W.

Attorney

Docket No.: 73744

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Technology Center 2600

AMENDMENT

Commissioner for Patents  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action of September 8, 2004,  
please amend the above-identified application as follows: